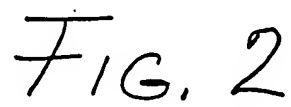


FIG. 1



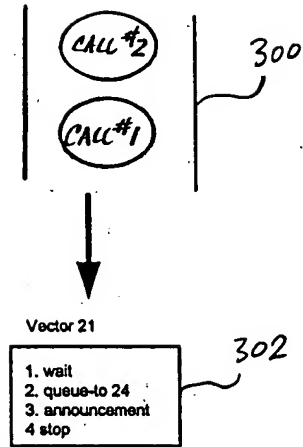


FIG. 3A

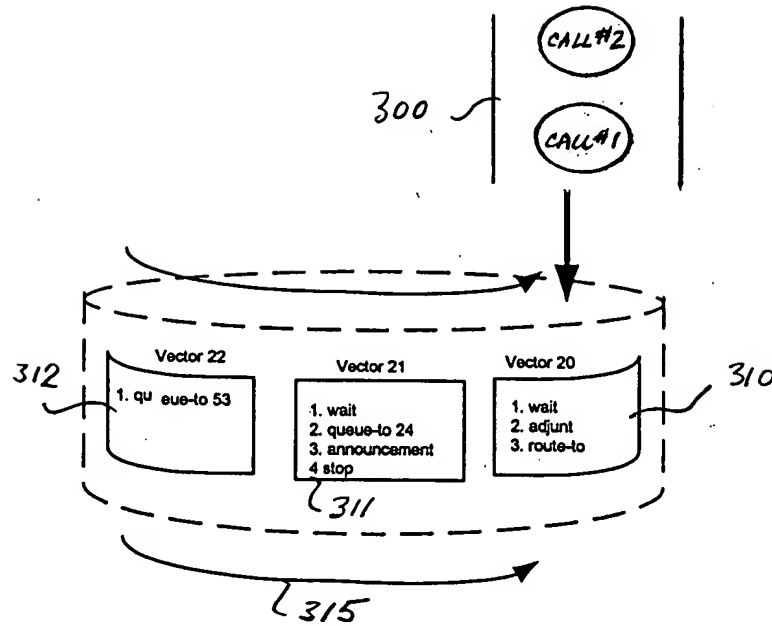


FIG. 3B

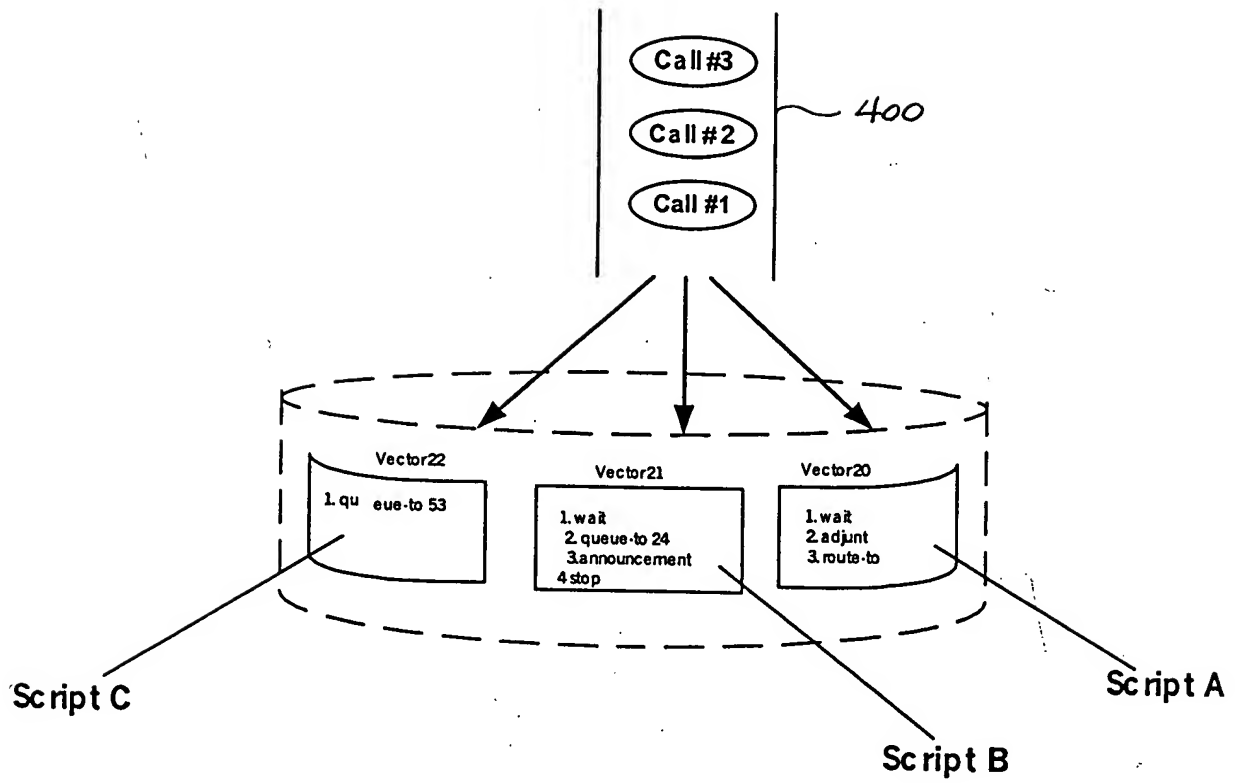


FIG. 4

10072063 020602

Vector 20
 1 wait-time 0 secs hearing ringback
 2 consider skill 5 pri m adjust-by 0
 3 goto step 6 if ewt for skill best = 0
 4 consider location 1 adjust-by 0
 5 consider location 2 adjust-by 0
 9 queue-to best

Vector 21
 1 wait-time 0 secs hearing ringback
 2 queue-to skill 5 pri m

FIG. 5A

display vdn 51234

VECTOR DIRECTORY NUMBER

Extension: 51234

Name: BSR LEAD

Vector Number: 20	Weight: 1
Vector Number: 21	Weight: 1
Vector Number:	Weight:
Vector Number:	Weight:
Vector Number:	Weight:

Allow VDN Override? n

COR: 1

TN: 1

Measured: both

Acceptable Service Level (sec): 30

VDN of Origin Annc. Extension:

1st Skill:

2nd Skill:

3rd Skill:

FIG. 5B

209020-0902200T

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Vector 20

1 wait-time 0 secs hearing ringback
2 consider skill 5 pri m adjust-by 0
3 goto step 6 if ewt for skill best = 0
4 consider location 1 adjust-by 0
5 consider location 2 adjust-by 0
9 queue-to best

Vector 21

1 wait-time 0 secs hearing ringback
2 consider skill 5 pri m adjust-by 0
3 goto step 6 if ewt for skill best = 0
4 consider location 3 adjust-by 0
5 consider location 4 adjust-by 0
9 queue-to best

Vector 22

1 wait-time 0 secs hearing ringback
2 queue-to skill 5 pri m

FIG. 6A

display vdn 51234

VECTOR DIRECTORY NUMBER

Extension: 51234

Name: BSR LEAD

Vector Number: 20	Weight: 1
Vector Number: 21	Weight: 1
Vector Number: 22	Weight: 2
Vector Number:	Weight:
Vector Number:	Weight:

Allow VDN Override? n

COR: 1

TN: 1

Measured: both

Acceptable Service Level (sec): 30

VDN of Origin Annc. Extension:

1st Skill:

2nd Skill:

3rd Skill:

FIG. 6B

10072063.020602